San Luis Obispo County HOMELESS ENUMERATION REPORT 2009



A Project of the Homeless Services Coordinating Council

Sponsored by the San Luis Obispo County Department of Social Services



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San Luis Obispo County Basic Facts

Population: 260,278

Ethnicity:

White, 66.2%

Hispanic or Latino, 18.4%

Asian, 3.4%

African-American, 2.1%

Native American/Alaskan, 0.8%

Native Hawaiian/Pacific Islander, 0.1%

Other, including two or more races, 9.4%

Median household income: \$53,589

Median rent: \$1,077

Median mortgage: \$2,093

Spend more than 30% of household income on housing:

Owners with mortgage, 53%

Renters, 55%

Source: 2005-2007 American Community Survey (3 Year Estimates)

Acknowledgments

The 2009 San Luis Obispo Enumeration Project was truly the work of the community. Volunteers and service providers to the homeless joined together to create regional teams who worked intensely during the project time period to get as accurate a count as possible. Enumeration teams fanned out throughout the diverse regions of our county, to rural areas as far apart as California Valley and the far North Coast. The findings of the project are important as plans are made for the future to address homelessness at its various stages and maximize limited resources to address this dimension of the human condition.

It is important to acknowledge the enumeration's regional captains for their hard work and determination; without them this project would not have achieved the scope that it did. Regional team captains were: Ronnie Nevarez (North County), Aaron Lewis (South County), Dee Torres (City of San Luis Obispo) all from the Community Action Partnership of San Luis Obispo County, Inc. and Kevin Selman (North Coast) from Transitions-Mental Health Associates. The project methodology, data reporting and count protocols were strengthened and monitored by Dr. Jean Williams from the Political Science Department at Cal Poly, San Luis Obispo. Her academic research on issues of homelessness provided a unique and invaluable oversight to the project. Finally, the preparation of this report and the managing of the data through that process is the result of countless hours of work by Jesse Huselid, a Public Policy graduate student at Cal Poly, and Amber Tierney, a doctoral student at the University of California, Riverside.

Special thanks to the San Luis Obispo County Board of Supervisors for their support as well as to the County's Department of Social Services for providing the funding for the project.

San Luis Obispo County is filled with compassionate residents who truly care about those less fortunate. The findings of the 2009 enumeration will assist in resource advocacy in the coming years.

Stephan Lamb Chair, Homeless Services Coordinating Council County of San Luis Obispo

Background and Methodology

The 2009 Homeless Enumeration was based on the model of an enumeration conducted in San Luis Obispo County in 2005, the first such project undertaken in the county. Both enumerations used guidelines from the Federal Department of Housing and Urban Development (HUD), which recommends visually counting homeless individuals within a specific 24-hour period. The 2005 and 2009 enumeration methodology also included an in-person interview of every 5th adult counted. These interviews were conducted using a standardized survey form that was developed based on the needs of the Homeless Services Coordinating Council (HSCC) members for more information about the county's homeless population.

The 2009 enumeration was conducted on the evening of January 27 and on January 28 from 7:00 am to 1:00 pm. On the evening of the January 27, counting teams went to shelters, hospitals, and other sites where homeless individuals were likely to be stationary through the next day. On the morning of January 28, teams were located at both specific sites and general areas throughout the county, in order to count homeless individuals who were more likely to be mobile. Like the 2005 Enumeration, this methodology was developed based on HUD's guidelines.

The 2009 enumeration made several updates to the methodology established by the 2005 enumeration, including expanding the survey form from 11 to 26 questions. The new survey questions mainly addressed what services are used by the homeless and what are common health problems and disabilities among the homeless. In 2009, the enumeration team organized a significantly larger volunteer workforce, allowing the enumeration to reach more remote parts of the county than was covered in the 2005 enumeration. However, no substantial changes to the enumeration methodology were made.

Despite the similarities between the 2005 and 2009 enumerations, direct comparisons between the data generated by the two projects should be made with caution. The 2009 enumeration was conducted with a larger volunteer workforce, and it took place at a different time of the year. Thus, the fact that the two enumerations counted different numbers of homeless in different locations does not necessarily imply that there was a net gain in the homeless population between 2005 and 2009. Rather, the two enumerations should be regarded as "snapshots" of the homeless population at specific points in time.

Summary of Results

In San Luis Obispo County's 10-Year Plan to End Homelessness, the local government jurisdictions and other stakeholders adopted an expansive definition of homelessness. In addition to the chronically homeless, a group that is characterized by long-term homelessness and physical or mental disabilities, the 10-Year Plan also discusses episodic and transitional homelessness. Episodic homelessness is characterized by a pattern of cycling between permanent housing and supportive housing or shelters. Transitional homelessness is generally the result of some catastrophic event, such as sudden loss of employment or a serious medical problem. While the homeless population may be stereotyped as only those who are chronically homeless, the 2009 enumeration found a highly varied population. In defining a range of subtypes of homelessness, San Luis Obispo County's 10-Year Plan challenges a narrow conception of homelessness.

The data generated by this project support the 10-Year Plan's expanded definition of homelessness. While chronically homeless individuals were certainly among those counted, the enumeration also counted numerous individuals who do not fit the stereotype of the chronically homeless. San Luis Obispo County's homeless population is diverse in age, background, and economic status. It includes families and single mothers attempting to raise children without the benefit of permanent housing, individuals with serious mental or physical disabilities who lack access to proper care, and workers who have lost their jobs. A majority of those counted have a high school education, some college, or even a college degree, and many are managing to work despite their lack of housing. Most of the county's homeless are also long-term residents rather than transients, either having grown up in the county or having other personal roots here.

Another notable feature of San Luis Obispo County's homeless population is that different regions of the county show different proportions of the three subtypes of homeless people. Families and single parents with children are much more common in North and South County than in the city of San Luis Obispo. These regions also are more ethnically diverse than SLO City, and many more homeless individuals in these regions are employed.

Again, though the enumeration has generated very detailed information, the data in this report are not necessarily applicable to every homeless person in the county. The homeless are, by definition, a changeable and mobile population, and no single report or project can describe them exhaustively. Rather, this report should be regarded as an outline or guide to the characteristics of the homeless population within this county.

Count Forms

Enumeration teams used a standardized count form to record homeless individuals at each location they visited. San Luis Obispo County's school districts also participated in the enumeration by recording the number of children in school on the day of January 28, 2009. The total number of individuals counted, including children in school, was 3,829. The following graph shows the individuals counted, broken down by age group.

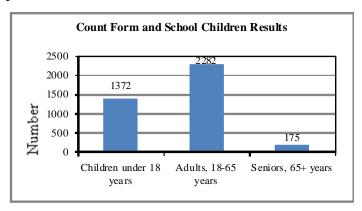


Table 1 below lists the total enumeration counts by sub-region within the County. In addition, the table breaks down the total number of children and adults counted. Of the 2,841 counted on the day of the enumeration (excluding 988 children counted in schools), 1,015 were counted in North County, 1,025 in San Luis Obispo, 536 in South County, and 265 in coastal areas.

Table 1. Total Homeless by Region

County Enumeration	Adults & Children/Teens			
REGION	Adults	Children/Teens	Total	Percent
Arroyo Grande	104	14	118	4.2%
Atascadero	182	27	209	7.4%
Grover Beach	237	38	275	9.7%
Morro Bay	61	5	66	2.3%
Paso Robles	428	144	572	20.1%
Pismo Beach	45	3	48	1.7%
SLO City	937	88	1025	36.1%
Unincorporated	437	64	501	17.6%
Unknown	26	1	27	1.0%
COUNT TOTAL	2457	384	2841	100.0%
School Children	N/A	988	988	N/A
TOTAL	2457 (64.2%)	1372 (35.8%)	3829 (100%)	N/A

Table 2 below further defines the total count of homeless children in the County (1372): those counted in the overall County Enumeration (384) as well as those counted by the County School District Enumeration (988). The data from the School Districts is not available by jurisdictions.

Table 2. Homeless Children – Whole County

County	School District	Combined Total	TOTAL
Enumeration:	Enumeration:	Children	Homeless children in
Children (N=2841)	Children (N=988)		County
384	988	384 + 988 =	1372

Surveys

The goal of the survey methodology was to administer a survey with every fifth adult counted in the enumeration. On the day of the survey, a total of **342** surveys were completed by the enumeration teams for a response rate of roughly 1 individual in 7. Though this was lower than the hoped-for rate of 1 in 5, it was a slight improvement over the 2005 enumeration and represents a significant achievement given the constraints the project faced. Approximately 50 surveys were turned in but not counted because they had been incorrectly filled out or because the interviewee chose to end the interview or proved not to be homeless.

All of the regions of the county returned enough survey forms to constitute a useful sample size, with the exception of the North Coast. For this reason, the survey results from the North Coast have not been presented on their own, though they have been incorporated into countywide totals. For results which show significant variability within the county, a regional breakdown is shown for North County, South County, and the city of SLO. For results that are uniform across the county, only the countywide total is shown. Please note that only adults over the age of 18 were interviewed.

This section contains the findings of the survey element.

- Data has been grouped by theme, and as a result it is not presented in the same order as the survey
 questions.
- All numerical results have been rounded to the nearest percentage point.
- Where possible, the data has been represented by bar graphs or pie charts. Brief explanations have been added where appropriate.
- Questions 11 and 20 through 26 included a number of possible responses, of which the respondent could choose several. Only the most common responses for these questions are shown as graphs, but tables showing the complete numerical results for each survey question are available in Appendix C.

Table 3. Number of Surveys by Region

Region	Number
North County	138
South County	66
SLO City	122
North Coast or Unknown	16
Total	342

LOCATION OF SURVEYS

The 2009 enumeration team administered the surveys to the homeless persons of SLO County in a wide variety of locations, including parks, city downtowns, and service locations in order to capture a representative sample of the larger homeless population. Table 4 and the pie charts illustrate the following four major categories of locations:

- Outside: Outdoor locations, including city, county and state parks, creek beds, and other unincorporated areas.
- Urban: Urban areas such as city downtowns.
- **Services:** Locations that provide specific health or social services, including shelters, food kitchens, DSS and other service agencies, and hospitals and clinics.
- **Transitional housing:** Housing provided as part of a supportive program.

Table 4. Locations of Surveys – Whole County

Location of Surveys	Number	Percent
Outside	58	17%
Urban areas	140	41%
Services	133	39%
Transitional housing	10	3%
Non-response/omitted	1	1%
Total	342	100%

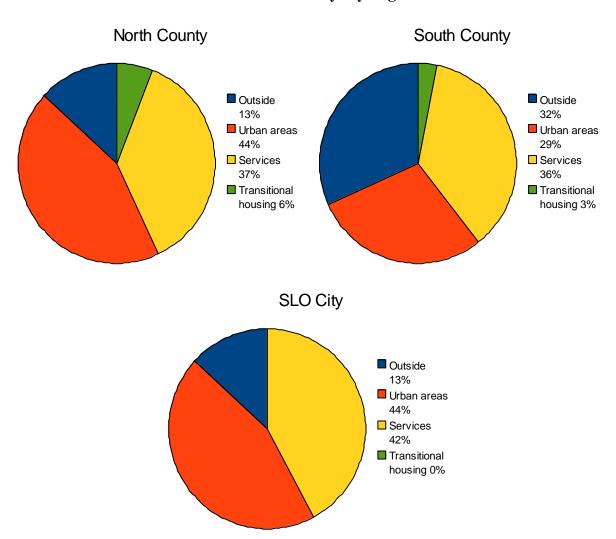
For the Whole County, the highest percentages of homeless persons (41%) were surveyed in urban areas (i.e. city downtowns). and 39% were surveyed at service locations (Table 4). Seventeen percent of those persons surveyed were Outside, and just about 3% were surveyed in Transitional housing locations.

Table 5. Location of Surveys by Region

	North (County	South C	County	SLO	City
Location	Number	%	Number	%	Number	%
Outside	18	13%	21	32%	16	13%
Urban areas	61	44%	19	29%	54	44%
Services	51	37%	24	36%	52	42%
Transitional Housing	8	6%	2	3%	0	0%
Total	138	100%	66	100%	122	100%

In both the North County and SLO City regions, the largest number of homeless persons was surveyed in Urban areas - about 44% in both regions (Table 5 and pie charts below). In the South County, the largest numbers were surveyed at Service locations (36%). In the North County and SLO City regions the second most common location of homeless persons surveyed was at Service locations, about 37% and 42% respectively. Meanwhile in South County, about 32% of homeless persons – the second most common location of homeless persons - were surveyed Outside.

Location of Surveys by Region



DEMOGRAPHICS

Age & Gender

The basic demographic data captured from the survey reveal that the average homeless person in the County is less than 45 years of age (Table 6). Additionally, 37% of those surveyed were female. The data from this sample population reveal a much younger and more diverse homeless demographic than is typically assumed.

Table 6. Age & Gender - Whole County

Region	% Female	% Male	Mean Age
North County	46%	54%	38
South County	35%	65%	42
SLO City	25%	75%	43
County Total	37%	63%	44

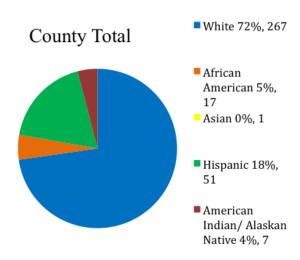
Age & Gender by Region

Age – The data in the North County, South County and SLO City regions were fairly consistent with the mean age ranging between 38 and 44 years. The North County region had the youngest mean age of those surveyed at 38 years, while SLO City had the oldest age of those surveyed at 43 years old.

Gender – 25%-46% of the homeless persons surveyed were female in each region. The North County region had the largest percentage of female homeless persons, at 46%, while SLO City had the lowest percentage of females surveyed at 25%.

Ethnicity and Language

Ethnicity (Q.3)



The Whole County data reveal that the homeless population is predominantly White (72%), followed by Hispanic (18%). A smaller proportion of the surveyed homeless persons were African American (5%) or American Indian/Alaskan Native (4%). It should be noted that these latter two percentages are more than double the percentages found in the County according the 2005-07 American Community Survey.

Language by Region "Is English your only language?" (Q.4) "If not, what is your first language?" (Q.5)

Though language barriers posed a possible issue for the enumerators, it was found that most of those surveyed spoke English. Only four surveys were conducted in Spanish, all in North County. Overall, Spanish was found to be the first language of approximately 9% of those surveyed. Four individuals interviewed stated that their first language was a Native American or Mexican dialect, while two spoke other European languages.

Table 7. Spanish Speakers (First Language) by Region

Location	Number	Percent
North County	23	17%
South County	8	12%
SLO City	0	0%
County Total	31	9%

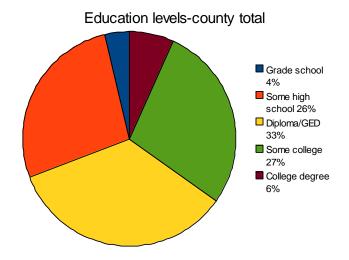
Education

"What is the highest grade or year of school you completed?" (Q.19)

The results from the survey reveal that the largest population of those surveyed - 33%, had at least a high school diploma or the equivalent (Table 8). Moreover, nearly 30% of those surveyed had attended college, and 6% had obtained a college degree. Roughly 26% reported that they had attended high school but did not receive a diploma, while only 4% reported that the highest level of education attained was grade school. These results indicate that 66% of the homeless reported that they had obtained at least a high school diploma and 33% had attended college. Only 30% reported that the highest level of education obtained was "some high school."

Table 8. Education – Whole county

Educational Level	Number	Percent
Grade School	14	4%
Some High School	89	26%
Diploma/GED	113	33%
Some College	92	27%
College Degree	21	6%
Non-response/omitted	13	4%
County Total	342	100%



Employment

"Do you have a paid job?" (Q.15)

For the Whole County, most of the homeless persons surveyed (74%) did not have a paid job. A greater percentage of those surveyed in the North County, 28%, and the South County, 22%, reported being employed compared in SLO City, 7% (Table 9 and chart below). Among the 62 persons surveyed who were employed, the most common employment sector reported was construction, 47%, followed by retail/food sector, 31%, and housekeeping at 12% (Table 10). It should be noted that most of the employed homeless persons are employed in sectors that are highly sensitive to the health of the economy – construction and retail/food service.

Table 9. Employment

Whole County	Number	Percent
Working	62	18%
Not Working	252	74%
Non-response/omitted	28	8%
County Total	342	100%
Employment by Region		
North County	39	28%
South County	15	22%
SLO City	8	7%
Total Employed	62	100%

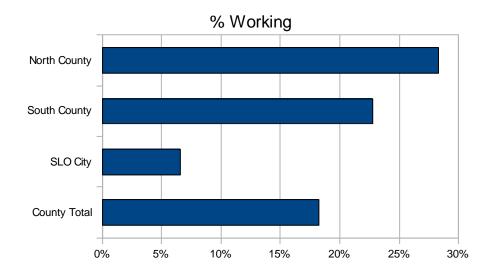


Table 10. Type of Employment – Whole County

Employment Sector	Number	Percent
Construction	29	47%
Retail/Food Service	19	31%
Housekeeping	7	12%
Office Work	4	7%
Other	2	3%
County Total	62	100%

Length of County Residency

"How long have you lived in San Luis Obispo County?" (Q.9)

The Whole County data depicted in Table 11 and the following chart reveal that the majority of those persons surveyed (56%) said they have lived in the County for more than five years, while nearly 25% indicated that they have lived here for over one year. Only 18% reported that they have lived here for 12 months or less.

Table 11. How Long Lived in SLO County – Whole County

How long have you lived in SLO County?	Number	Percent
<1 month	14	4%
1-3 months	14	4%
4-6 months	17	5%
7-12 months	17	5%
>1 year	82	24%
>5 years	192	56%
Non-response/omitted	6	2%
County Total	342	100%

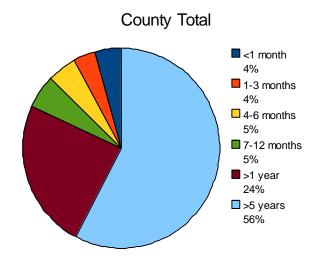
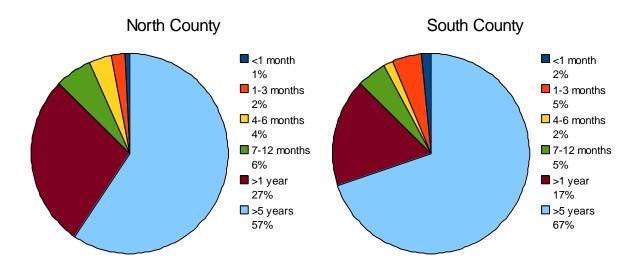


Table 12. How Long Lived in SLO County by Region

How long have you		Ŭ		•			
lived in SLO County?	North C	ounty	South (County	SLO City		
	Number	%	Number	%	Number	%	
<1 month	1	1%	1	2%	9	7%	
1-3 months	3	2%	3	5%	4	3%	
4-6 months	6	4%	1	2%	9	7%	
7-12 months	8	6%	3	5%	6	5%	
>1 year	37	27%	11	17%	31	25%	
>5 years	79	57%	44	67%	59	48%	
Non-response/omitted	4	3%	3	2%	4	5%	
Total	138	100%	66	100%	122	100%	





The Whole County trend with a majority of the respondents living in the county for more than five years continues in each of the three regions (Table 12 and charts above). Similarly, in all three regions the second largest percentage of the homeless surveyed had lived in SLO for over one year. In sum, this data reveals that the homeless in SLO County are not a transitory population; but instead have significant ties to the County.

Reasons for County Residency

"Why do you live in San Luis Obispo County?" (Q.10)

The results from the Whole County data indicate that the majority of the respondents are originally from SLO County (38%) and another 26% reported that they have friends and family in the area (Table 13 and chart below). These results underscore the fact that most homeless persons surveyed (64%) have social and/or familial ties to the community.

Table 13. Why Live in SLO County – Whole County

Why do you live in SLO	ŭ	,
County?	Number	Percent
Originally from	130	38%
Friends/family	89	26%
Job	31	9%
Previous visit	10	3%
School	7	2%
Non-response/omitted	75	12%
County Total	342	100%

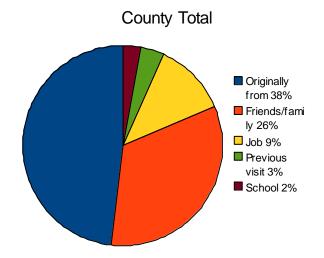
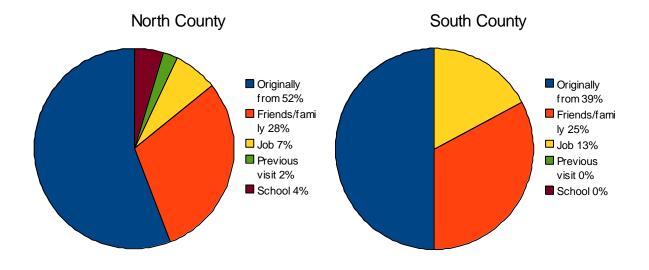
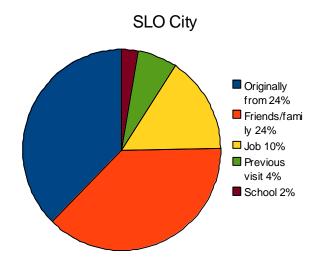


Table 14. Why Live in SLO County by Region

Why do you live in SLO				,		
County?	North County		South County		SLO City	
	Number	%	Number	%	Number	%
Originally from	72	52%	26	39%	29	24%
Friends/family	39	28%	17	25%	29	24%
Job	9	7%	8	13%	12	10%
Previous visit	3	2%	0	0%	5	4%
School	6	4%	0	0%	3	2%
Non-response/omitted	9	7%	15	23%	44	36%
Total	138	100%	66	100%	122	100%





The regional data reveals the same pattern across all three regions as for the entire County, with the most common reason cited for living in SLO County being that respondents are originally from the area (Table 14 and above charts).

NATURE OF HOMELESSNESS

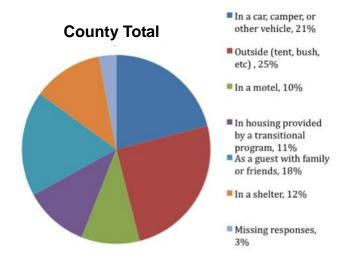
Sleeping Location Last Night

"Where did you sleep last night?" (Q.6)

For the Whole County, (Table 15 and chart below), nearly half of the respondents slept in a vehicle (21%) or outside (25%) the night before the enumeration. In total, nearly half of the respondents slept in a room the previous night, including: 18% as guests in others homes, 12% in shelters, 11% in transitional housing and 10% in motels.

Table 15. Where Slept Last Night – Whole County

Where did you sleep last night?	Number	Percent
In a car, camper, or other vehicle	72	21%
Outside (tent, bush, etc)	85	25%
In a motel	34	10%
In housing provided by a transitional	38	11%
program		
As a guest with family or friends	62	18%
In a shelter	41	12%
Non-response/omitted	10	3%
County Total	342	100%



There were considerable differences between regions (Table 16) in whether a respondent slept in either a location identified as 'In a car, camper, or other vehicle' or 'Outside (tent, bush, etc.)' the previous night: North County, 31%; South County, 44%; and SLO City, 60%. More respondents in the North County and the South County slept as a guest with family or friends or in housing provided by a transitional program than in SLO City. However, more respondents in SLO City stated that they had slept in a shelter.

Table 16. Where Slept Last Night by Region

Location	North (County	South (South County		City
***	Number	%	Number	%	Number	%
In a car, camper, or other vehicle	29	21%	8	12%	26	21%
Outside (tent, bush, etc)	14	10%	21	32%	48	39%
In a motel	25	18%	7	11%	2	2%
In housing provided by a transitional program	21	15%	10	15%	4	3%
As a guest w/ family or friends	34	25%	17	26%	11	9%
In a shelter	12	9%	3	5%	26	21%
Non-response/omitted	3	2%	0	+1%	6	5%
Total	138	100%	66	100%	122	100%

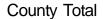
Time Since Own Residence

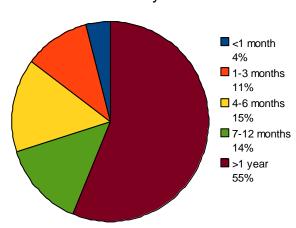
"How long has it been since you've had your own apartment/house to live in?" (Q.7)

For the Whole County, 55% of those surveyed indicated that it had been more than one year since they lived in their own residence (Table 17 and chart below). The remaining 44% of the respondents reported that they had been homeless for 12 months or less. This data illustrates the diverse nature of homelessness in SLO County.

Table 17. How long since lived in own residence – Whole County

How long has it been since you've had your		,
own apartment/house to live in?	Number	Percent
<1 month	14	4%
1-3 months	38	11%
4-6 months	51	15%
7-12 months	48	14%
>1 year	188	55%
Non-response/omitted	3	1%
County Total	342	100%

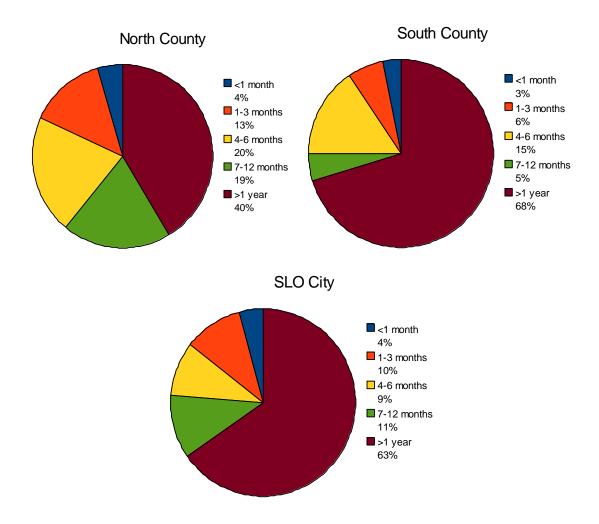




Across the three regions, the vast majority of respondents in the South County (68%) and in SLO City (63%) reported that it had been more than a year since they lived in their own residence. Comparatively, 60% of respondents in the North County had been homeless for less than one year (Table 18 and charts below).

Table 18. How Long Since Lived in Own Residence by Region

Duration since lived in						
own residence	North Co	ounty	South County		SLO City	
	Number %		Number	%	Number	%
<1 month	6	4%	2	3%	5	4%
1-3 months	18	13%	4	6%	12	10%
4-6 months	28	20%	10	15%	11	9%
7-12 months	26	19%	3	5%	13	11%
>1 year	55	40%	45	68%	77	63%
Non-response/omitted	5	4%	2	3%	4	3%
Total	138	100%	66	100%	122	100%



First Time Homelessness

"Is this the first time you've ever been homeless?" (Q.8)

Though 56% of the interviewees in the Whole County self-reported that they were homeless for the first time, almost half had been homeless at least one time before. The following bar chart and Table 19 show the percentages of first-time homeless by region. Table 20 details the breakdown of average periods of episodic homelessness, both for the whole county and by region.

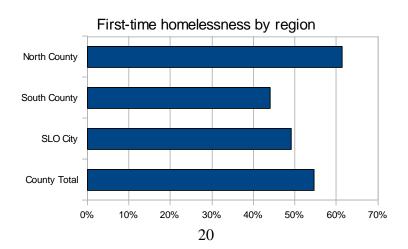


Table 19. First Time Homeless

Whole County	Number	Percent
First Time Homeless	186	54%
Previous Homelessness	144	42%
Non response	12	4%
County Total	342	100%
First Time Homeless by Region		
North County	85	61%
South County	29	44%
SLO City	60	49%
First Time Homeless Total	186	100%

This data reveals that in North County 61% of the homeless population were experiencing their first bout of homelessness (Table 19). SLO City had the second highest proportion of those "first time" homeless (49%), while nearly 44% of the homeless in South County reported that it was their first bout.

Episodic Homelessness

Table 20. Episodic Homelessness – Whole County and by Region

Location	Average amount of time since last homeless (years)	Average duration of episodes (months)	Average # of times homeless
North County	4.5	8	3
South County	3	15	4
SLO City	5	29	4
County Total	4	19	3

As reported by those respondents who had been homeless previously (n=144), the average amount of time since the last period of homelessness was four years for the Whole County, with slight deviations by region. By region, the average number of times that a person had experienced homeless was fairly consistent at three times. However, the average duration of homeless episodes varied greatly by region: North County, 8 months; South County, 15 months, and SLO City, 29 months; the Whole County average was 19 months.

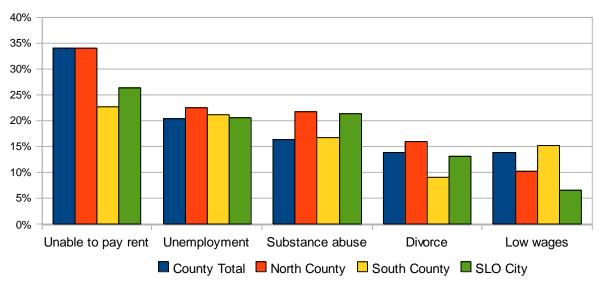
Reasons for Homelessness

"What was the reason you had to leave your last permanent place?" (Q.11)

Table 21. Reasons for Leaving Last Permanent Place by Region

Reason	North County	South County	SLO City	County Total					
Unable to pay rent	34%	23%	26%	34%					
Unemployment	22%	21%	20%	20%					
Substance abuse	22%	17%	21%	16%					
Divorce	16%	9%	13%	14%					
Low wages	10%	15%	7%	14%					





For the Whole County and each region, the most common response to why a person had to leave their last permanent place was 'unable to pay rent." A consistent 20% of the respondents cited 'unemployment' as their reason for being homeless, and 20% of the respondents in North County and SLO City cited "substance abuse." Multiple responses were possible for this question.

Accompanied by Children & Families

"Are you single or part of a couple or family?" (Q.12)
"Do you have children accompanying you?" (Q.13)
"Are you using any childcare services?" (Q.14)

Question 12 was intended to determine the number of individuals with others accompanying them. Question 13 was intended to find out how many individuals were responsible for children under the age of 18. Question 14 focused on the use of childcare services, but the rate of positive response for this particular question was very low. Only 21 individuals with children responded that they were using childcare, while the rest responded that childcare was too expensive or too hard to access.

Table 22. Living Alone, As a Family

Type	North County		South County		SLO City		County Total	
***	Number	%	Number	%	Number	%	Number	%
Single	77	56%	42	64%	91	75%	219	64%
Couple/ Family	60	43%	23	35%	39	25%	120	35%
Non Responses	1	1%	1	1%	1	1%	3	1%
Total	138	100%	66	100%	121	100%	342	100%

Nearly 35% of those homeless surveyed in the Whole County were living or traveling as a Couple or Family. Additionally, 75% of the respondents in SLO City were single, compared to 64% respondents in the South County, 56% in the North County, and 64% in the Whole County.

Respondents in the South County reported the highest rate of living with Children (40%), followed by North County (32%) and SLO City (20%). However, as noted above, only 21 respondents living with children reported that they used childcare services.

Table 23. Respondents with Children

	North County		South County		SLO City		County Total	
	Number	%	Number	%	Number	%	Number	%
Respondents With Children	44	32%	26	40%	24	20%	100	29%

INCOME SOURCES

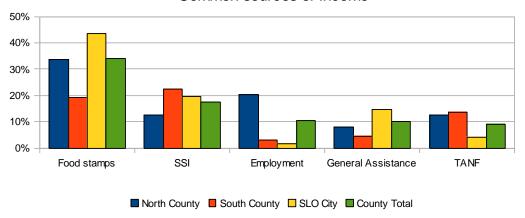
"Are you receiving income from any of the following sources?"(Q. 20)

Each of the persons surveyed was asked if he or she received any income from a list of possible sources. Multiple responses were possible: Table 24 presents only the top five most common responses for the Whole County. Thirty-four percent of the respondents identified Food Stamps as a source of income, followed by 18% identifying SSI payments as a source. The frequency at which source of income were identified differed by region. In SLO City, nearly half of the respondents identified Food Stamps (43%) and 2% identified Employment as a source of income. In North County, 34% of the respondents identified Food Stamps and 20% identified Employment. In South County, 19% of the respondents identified Food Stamps and 3% identified Employment as sources of income. It is unclear whether Employment in this case was interpreted as full time employment or sporadic jobs.

Table 24. Income Sources by Region

Source of Income	North County	South County	SLO City	County Total
Food Stamps	34%	19%	43%	34%
SSI	12%	22%	20%	18%
Employment	20%	3%	2%	10%
General Assistance	8%	4%	15%	10%
TANF	12%	13%	4%	9%





USE OF ANY SERVICES

Service Use Past Year

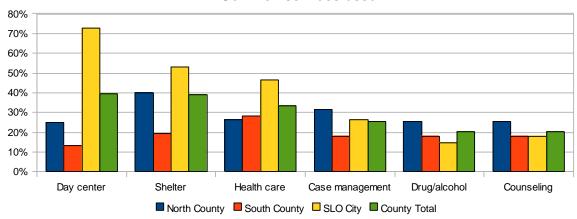
"In the past year, which of the following services did you use?"(Q.22)

Each person was also asked which of a list of services they used in the past year. Again, multiple responses were possible and the top six responses countywide are presented in Table 25 and the graph below. More than one-third of the respondents for Whole County indicated that they had used a Day Center and a Shelter in the past year. In SLO City, 73% of respondents reported using a Day Center, 53% used a Shelter, and 47% used a Health Care Service, which are higher rates compared to North County and South County.

Table 25. Any Service Use by Region

Service Used	North County	South County	SLO City	County Total
Day Center	25%	13%	73%	39%
Shelter	40%	19%	53%	39%
Health Care	26%	28%	47%	34%
Case Management	31%	18%	26%	26%
Drug & Alcohol Services	26%	18%	15%	15%
Counseling	26%	18%	18%	20%





Veterans and Services

"Are you a veteran?" (Q.16)
"If you are a veteran, are you currently enrolled in veterans' services?" (Q.17)
"Where do you go for veterans' services?" (Q.18)

For the Whole County, a very low percentage of interviewees reported that they were Veterans, 13% of all interviewees. Of these respondents reporting to be Veterans, 40% reported that were enrolled in Veterans' Services. Table 26 shows the major sites where most individuals accessed Veterans' Services.

Table 26. Veterans' Services – Whole County

Veteran Status	Number	Percent
Veteran	44	13%
Not a Veteran	280	82%
Non- Response	18	5%
County Total	342	100%
Use of Services		
Did not use Services	26	59%
SLO County Veterans' Services	9	20%
SLO Outpatient Clinic	5	11%
Veterans' Unemployment Services	1	2%
SB County Veterans' Services	3	7%
Service Total	44	100%

HEALTH STATUS AND SERVICES

Common Health Conditions

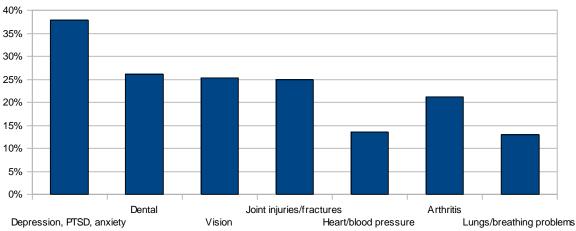
"Please indicate if you have any of the health problems on this list." (Q.26)

In an effort to understand the health needs of the County's homeless population, each interviewee was asked if they had any health problems from a list. As multiple responses were possible, respondents could report that they had more than one of the conditions on the list. The seven most commonly reported health conditions for the Whole County are presented in Table 27. Nearly 40% of the respondents countywide self-reported that they had Depression, PTSD, Anxiety and one-quarter of the respondents reported that they conditions involving Dental, Vision, or Joint injuries/fracture.

Table 27. Common Heath Conditions – Whole County

Type of Condition	Number	Percent
Depression, PTSD, anxiety	130	38%
Dental	89	26%
Vision	86	25%
Joint injuries/fractures	85	25%
Arthritis	73	21%
Heart/blood pressure	46	14%
Lungs/ breathing problems	45	13%





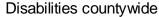
Disabilities

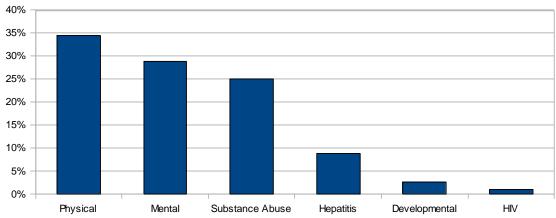
"Please indicate if you have any of the disabilities on this list." (Q. 25)

Each surveyed person was asked if they had any of the disabilities as read from a list. Multiple responses were possible, so a person could have more than one disability. The most commonly reported disability was Physical, 29% of the Whole County respondents, followed by Mental as reported by 25% of the respondents. Substance Abuse was reported by 9% of the respondents.

Table 28. Disabilities - Whole County

Type of Disability	Number	Percent
Physical	99	29%
Mental	85	25%
Substance Abuse	30	9%
Hepatitis	9	3%
Developmental	4	2%
HIV	3	1%





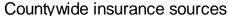
Health Insurance

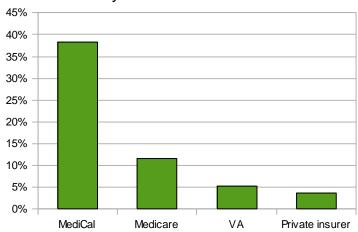
"Do you have health insurance from any of the following sources?" (Q.21)

Multiple responses were possible to the question of whether a respondent had health insurance, so it is not possible to determine accurately what percentage of surveyed persons were insured or not. Based upon the data available (Table 29 and chart below), 38% of the countywide respondents are insured through Medi-Cal, 11% through Medicare, 5% through the Veterans Administration (VA), and 4% were privately insured.

Table 29. Insurance Sources – Whole County

Type of insurance	Number	Percent
Medi-Cal	130	38%
Medicare	39	11%
Veterans Administration	18	5%
Private insurer	13	4%





Use of Health Services

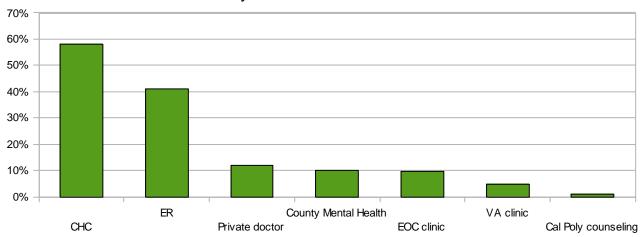
"In the last year, have you used any of the following health services?"(0.23)

A variety of medical and mental health services are being visited countywide by those homeless persons surveyed. Based upon multiple responses, 58% of the respondents for the Whole County reported that they had visited a Community Health Center of the Central Coast (CHC) clinic in the past year, which provide both medical and mental health care (Table 30). The second most common source of health care was Emergency Rooms, 41%. Respondents also reported that they accessed private doctors, County Mental Health, Community Action Partnership of San Luis Obispo (CAPSLO, formerly EOC) clinics, VA clinics and Cal Poly counseling centers.

Table 30. Use of Medical and Mental Health Services – Whole County

Location	Number	Percent
CHC clinics	199	58%
Emergency Room	141	41%
Private doctor	42	12%
County Mental Health	35	10%
CAPSLO clinic	34	10%
VA clinic	17	5%
Cal Poly counseling	4	1%

Countywide use of medical services



USE OF JOB TRAINING SERVICES

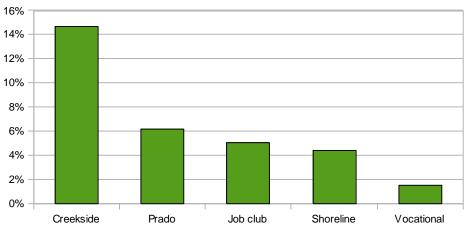
"In the last year, have you used any of the following job training services?"(Q.24)

In the past year, a low percentage of the respondents countywide reported that they had used any job training services. Multiple options were provided in the interview from a list. Fifteen percent of the respondents reported that they had used job training services at Creekside One Stop Career Center; 2-6% of the respondents cited other locations (Table 31 and chart below).

Table 31. Use of Job Training Services – Whole County

Location	Number	Percent
Creekside	50	15%
Prado	21	6%
Job club	17	5%
Shoreline	15	4%
Vocational	5	2%

Countywide use of job training services



Appendix A: Count Form

Name of Homeless Program Geographic Locatio	Worker: North Coast North County San Luis Obispo South County	── ☐ Shelt ☐ Jail ☐ Meal ☐ Living ☐ Ment	☐ State o Program ☐ Scho g outside: encamp	r County Park ool □Social Services ment or on the street i □Health Services
Age, Individual of (Use One Line Per Per	or Family Groups erson & Circle any Family Groups)	Sex	Notes	Non-English speaker
☐ Child☐ Teen < 21	☐ Adult☐ Senior > 65	o F o M	1	
☐ Child☐ Teen < 21	□ Adult□ Senior > 65	D F D M	2	
☐ Child☐ Teen < 21	□ Adult□ Senior > 65	D F D M	3	
☐ Child☐ Teen < 21	□ Adult□ Senior > 65	D F D M	4	
☐ Child☐ Teen < 21	☐ Adult☐ Senior > 65	D F D M	5	
☐ Child☐ Teen < 21	☐ Adult☐ Senior > 65	D F D M	6	
☐ Child☐ Teen < 21	☐ Adult☐ Senior > 65	D F D M	7	
☐ Child☐ Teen < 21	☐ Adult☐ Senior > 65	D F D M	8	
☐ Child☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	9	
☐ Child☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	10	
☐ Child☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	11	
☐ Child☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	12	
☐ Child ☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	13	
☐ Child ☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	14	
☐ Child ☐ Teen < 21	☐ Adult ☐ Senior > 65	D F D M	15	
☐ Child ☐ Teen < 21	☐ Adult☐ Senior > 65	G F G M	16	
Page Totals:	Child	Adult	Famil	ies
	Teen <21	Senior >65	M	F

Appendix B: Survey Form

Say: Hello, I'm collecting information about the housing and health situation of San Luis Obispo County residents. I won't ask for your name, address, or any other information that could identify you, and your responses will be kept completely confidential. Some of the questions deal with your physical and mental health status, employment history, and housing situation. Please tell me if you wish to skip any particular question. You may also choose to end the interview at any time.

Surveyor: For questions 1-21, it is not necessary to read the list of responses aloud, though you may ask the respondent to clarify.

1. Gender (ask only if necessary)
☐ 1. Male
☐ 2. Female
2. Age (write in):
3. Ethnicity (choose one)
☐ 1. White
☐ 2. Black/African-American
☐ 3. Asian
☐ 4. Hispanic/Latino
☐ 5. Pacific Islander
☐ 6. American Indian/Alaskan native
□ 7. Other
4. Is English your only language?
☐ 1. Yes
□ 2. No
5. If not, what is your first language?
☐ 1. Spanish
☐ 2. Native American/Mexican language (Oaxacan, etc)
□ 3. Other

Surveyor: If the respondent indicates that they slept in their own home in response to the following question, it is not necessary to complete the interview. Thank them for their time and continue to the next respondent.

6. Where did you sleep last night (choose one)?
\Box 1. in own home (rented/o	owned)
\square 2. in a car, camper, or other	ner vehicle
\square 3. outside (tent, bush, etc.	e)
☐ 4. in a motel	
\Box 5. in housing provided b	y a transitional program
\Box 6. as a guest with family	or friends
\Box 7. in a shelter	
7. How long has it been since you's	ve had your own apartment/house to live in (choose one)?
\Box 1. less than one month	
\square 2. 1-3 months	
\Box 3. 4-6 months	
☐ 4. 7-12 months	
\Box 5. more than one year	
8a. Is this the first time you've eve	r been homeless?
□ 1. Yes	
□ 2. No	
If no, continue:	
	ast time you were homeless?
	ou been homeless?
d. How long were you hom	eless then?
9. How long have you lived in San	Luis Obispo County?
\Box 1. less than one month	
☐ 2. 1-3 months	
\square 3. 4-6 months	
☐ 4. 7-12 months	
\Box 5. more than one year	
\Box 6. more than five years	

. Why do you live in San Luis Obispo County?
\Box 1. originally from (grew up in) this area
\Box 2. have family or friends here
☐ 3. job opportunities
☐ 4. vacationed here previously
☐ 5. attended school here
☐ 6. other (please specify)
1. What was the reason you had to leave your last permanent place? Surveyor: check all that apply.
☐ 1. unemployment
□ 2. low wages
☐ 3. unable to pay rent/mortgage
☐ 4. eviction/foreclosure
☐ 5. new landlord/higher rent
☐ 6. divorce/breakup
☐ 7. domestic violence
☐ 8. family member illness
☐ 9. alcohol/substance abuse
☐ 10. public assistance/welfare not available
☐ 11. family rejected me/threw me out
☐ 12. mental illness
□ 13. other (please specify)
2. Are you single or part of a couple or family?
☐ 1. Single (skip to)
☐ 2. Couple/Family
3. Do you have children accompanying you? If so, how many?
☐ 1. Yes (write in number)
□ 2. No (skip to 15)

14a. Are you using any child care services?
□ 1. Yes
□ 2. No
b. If not, why not?
☐ 1. Too expensive
☐ 2. Not available
☐ 3. No information available/do not know of services
☐ 4. Too hard to access/lack of transportation
□ 5. Other
15. Do you have a paid job?
☐ 1. Yes (answer 15a and continue)
☐ 2. No (answer 15b and continue)
a. If yes: What kind of job is it?
☐ 1. Retail/food service
☐ 2. Construction/manual labor
☐ 3. Housekeeping
☐ 4. Office work
□ 5. Other
b. If no: What is the reason you're not working?
☐ 1. cannot get hired
☐ 2. in school
☐ 3. wages too low
☐ 4. disability
☐ 5. other (please specify)
16. Are you a veteran?
□ 1. Yes
☐ 2. No (skip to 19)
17. If you are a veteran, are you currently enrolled in veterans' services?
□ 1. Yes
□ 2. No

18. Where do you go for veterans' services?
☐ 1. SLO County Veterans' Services
☐ 2. SLO Outpatient Clinic
☐ 3. Vets' Unemployment Services
☐ 4. Santa Barbara County Vets' Services (Santa Maria)
19. What is the highest grade or year of school you completed?
☐ 1. No schooling
☐ 2. Grade school
☐ 3. Some high school
☐ 4. High school diploma
☐ 5. Some college
☐ 6. College degree
Surveyor: For questions 20-24, read the list aloud.
20. Are you receiving income from any of the following sources?
☐ 1. Unemployment
☐ 2. TANF/CalWorks
☐ 3. General Assistance
☐ 4. Social Security
□ 5. SSI
□ 6. SDI
□ 7. SSDI
☐ 8. Child Support
☐ 9. Pension
☐ 10. Food Stamps
☐ 11. Employment
21. Do you have health insurance from any of the following sources?
☐ 1. Private insurer
☐ 2. MediCal
☐ 3. Medicare
□ 4. VA

22. In the past year, which of the following services did you use?
☐ 1. temporary shelter (bed)
☐ 2. food (shelter meals, food pantry, etc)
☐ 3. health care/ mobile health van
☐ 4. clothing
☐ 5. financial assistance
☐ 6. job training
☐ 7. counseling
☐ 8. transportation (bus passes, shelter van, ride from agency)
☐ 9. transitional or supportive housing
☐ 10. case management
☐ 11. mental health services
☐ 12. drug and alcohol services
☐ 13. day center (mail, phone, laundry, showers)
☐ 14. other (please specify)
23. In the last year, have you used any of the following health services?
□ 1. ER
□ 2. CHC
☐ 3. Private doctor
□ 3. Private doctor□ 4. VA clinic
☐ 4. VA clinic
□ 4. VA clinic□ 5. EOC health services
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services □ 7. County Mental Health services
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services □ 7. County Mental Health services 24. In the last year, have you used any of the following job training services?
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services □ 7. County Mental Health services 24. In the last year, have you used any of the following job training services? □ 1. Creekside or another career center
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services □ 7. County Mental Health services 24. In the last year, have you used any of the following job training services? □ 1. Creekside or another career center □ 2. Shoreline/Goodwill
 □ 4. VA clinic □ 5. EOC health services □ 6. Cal Poly counseling services □ 7. County Mental Health services 24. In the last year, have you used any of the following job training services? □ 1. Creekside or another career center □ 2. Shoreline/Goodwill □ 3. Vocational training

Say: The following two questions have to do with your physical and mental health status. If you're uncomfortable discussing your health, you can fill this page out yourself.

If respondent chooses to fill out the questions themselves, ask them to fold the page in half and return it to you.

25. Please indicate if you have any of the disabilities on this list.
☐ 1. Physical or medical
☐ 2. Mental
☐ 3. Developmental
☐ 4. HIV/AIDS
☐ 5. Substance abuse
☐ 6. Hepatitis
□ 7. Other
26. Please indicate if you have any of the health problems on this list
☐ 1. Arthritis/rheumatism
☐ 2. Joint problems or fractures
☐ 3. Head injury/trauma
☐ 4. Lungs/breathing problem
☐ 5. Vision
☐ 6. Heart problems or high blood pressure
☐ 7. Diabetes
☐ 8. Cancer
☐ 9. Dental
☐ 10. Depression/anxiety/PTSD/other
□ 11. Other

Appendix C: Complete Survey Results

1. Gender

2. Age

	% Female	Mean Age
North County	46%	38
South County	35%	42
SLO City	25%	43
County Total	37%	44

3.Ethnicity

	White	Black	Asian	Hispanic	American Indian/Alaskan native
County Total	72%	5%	0%	18%	4%
North County	63%	6%	1%	25%	4%
South County	71%	5%	0%	21%	3%
SLO City	79%	5%	0%	8%	5%

4. Is English your only language?

5.If not, what is your first language?

SII not, what is jo	I	Notive	
	Native		
		American/Mexican	
	Spanish	dialect	Other
North County	17%	1%	0%
South County	12%	3%	0%
SLO City	0%	0%	2%
County Total	9%	1%	1%

6. Where did you sleep last night?

	County Total	North County	South County	SLO City
Outside	25%	10%	32%	39%
Vehicle	21%	21%	12%	21%
Guest	18%	25%	26%	8%
Shelter	12%	9%	5%	21%
Transitional Housing 1	11%	15%	15%	3%
Motel	10%	18%	11%	2%

7. How long has it been since you've had your own apartment/house to live in?

	North County	South County	SLO City	County Total
<1 month	4%	3%	4%	4%
1-3 months 13.04%	13%	6%	10%	11%
4-6 months 20.29%	20%	15%	9%	15%
7-12 months 18.84%	19%	5%	11%	14%
>1 year 39.86%	40%	68%	63%	55%

8a. Is this the first time you've ever been homeless?

- b. How long ago was the last time you were homeless?
- c. How many times have you been homeless?
- d. How long were you homeless then?

		Average amount of		
		time since last	Average duration of	Average # of times
	First time homeless	homeless (in years)	episodes (in months)	homeless
North County	61%	4.5	8	3
South County	44%	3	15	4
SLO City	49%	5	29	4
County Total	55%	4	19	3

9. How long have you lived in San Luis Obispo County?

	North County	South County	SLO City	County Total
<1 month	1%	2%	7%	4%
1-3 months	2%	5%	3%	4%
4-6 months	4%	2%	7%	5%
7-12 months	6%	5%	5%	5%
>1 year	27%	17%	25%	24%
>5 years	57%	67%	48%	56%

10. Why do you live in San Luis Obispo County?

	North County	South County	SLO County	County Total
Originally from	52%	39%	24%	38%
Friends/family	28%	25%	24%	26%
Job	7%	13%	10%	9%
Previous visit	2%	0%	4%	3%
School	4%	0%	2%	2%

Question 11: What was the reason you had to leave your last permanent place?

	Unable to pay		Substance	
	rent	Unemployment	abuse	Divorce
County Total	34%	20%	16%	14%
North County	34%	22%	22%	16%
South County	23%	21%	17%	9%
SLO City	26%	20%	21%	13%
			Thrown out by	
	Low wages	Eviction/foreclosure	family	Mental illness
County Total	14%	13%	13%	7%
North County	10%	20%	17%	4%
South County	15%	15%	17%	8%
SLO City	7%	13%	8%	5%
			New	
	Domestic	Illness of family	landlord/higher	Welfare/assistance
	violence	member	rent	not available
County Total	6%	4%	3%	1%
North County	9%	4%	1%	1%
South County	2%	0%	9%	0%
SLO City	6%	5%	2%	3%

12. Are you single or part of a couple or family?

13. Do you have children accompanying you? If so, how many?

	1 7 0 7	
	% Family	% w/Children
North County	43%	32%
South County	35%	40%
SLO City	25%	20%
County Total	35%	29%

14a. Are you using any childcare services?

	County total
Using childcare	21%
Not using childcare	71%

14b. If not, why not?

	County total
Too expensive	30%
Not available	6%
No information available	3%
Hard to access/lack of transportation	3%

15. Do you have a paid job?

	North County	South County	SLO City	County Total
% working	28%	22%	7%	19%
% not working	66%	75%	90%	78%

15a. If yes: What kind of job is it?

== 1					
	North County	South County	SLO City	County Total	
Retail/food service	33%	7%	57%	31%	
Construction/manual labor	44%	64%	29%	47%	
Housekeeping	11%	21%	0%	12%	
Office work	6%	7%	14%	7%	

15b. If no: What is the reason you're not working?

	North County	South County	SLO City	County Total
Cannot get hired	58%	34%	36%	42%
In school	5%	0%	0%	2%
Wages too low	0%	3%	3%	2%
Disability	35%	51%	56%	49%

16. Are you a veteran?

17. If you are a veteran, are you currently enrolled in veterans' services?

	North County	South County	SLO City	County Total
% of veterans	12%	11%	17%	13%
% of veterans enrolled	56%	14%	38%	41%

18. Where do you go for veterans' services?

	North County	South County	SLO County	County Total
SLO County Vets' Services	19%	14%	24%	20%
SLO Outpatient Clinic	6%	0%	14%	9%
Vets' Unemployment Services	13%	0%	0%	5%
SB County Vets' Services	19%	0%	0%	7%

19. What is the highest grade or year of school you completed?

	North County	South County	SLO City	County Total
None	0%	2%	0%	0%
Grade school	7%	0%	2%	4%
Some high school	24%	26%	30%	26%
Diploma/GED	32%	35%	30%	33%
Some college	28%	23%	26%	27%
College degree	6%	2%	9%	6%

20. Are you receiving income from any of the following sources?

	Food stamps	SSI	Employment	General Assistance
North County	34%	12%	20%	8%
South County	19%	22%	3%	4%
SLO City	43%	20%	2%	15%
County Total	34%	18%	10%	10%
	TANF	SS	Unemployment	SSDI
North County	12%	7%	8%	3%
South County	13%	7%	0%	3%
SLO City	4%	11%	2%	6%
County Total	9%	9%	4%	4%
	SDI	Pension	Child support	
North County	0%	1%	4%	
South County	7%	1%	0%	
SLO City	4%	3%	0%	
County Total	3%	2%	2%	

21. Do you have health insurance from any of the following sources?

	MediCal	Medicare	VA	Private insurer
North County	45%	8%	7%	4%
South County	37%	15%	0%	7%
SLO City	33%	12%	7%	0%
County Total	38%	11%	5%	4%

22. In the past year, which of the following services did you use?

		_	-	Case	
	Day center	Shelter	Health care	management	Drug/alcohol
North County	25%	40%	26%	31%	26%
South County	13%	19%	28%	18%	18%
SLO City	73%	53%	47%	26%	15%
County Total	39%	39%	34%	26%	20%
	Counseling	Mental health	Financial	Housing	Job
North County	26%	18%	15%	17%	9%
South County	18%	19%	16%	12%	4%
SLO City	18%	18%	17%	2%	4%
County Total	20%	18%	16%	11%	6%
	Food	Transportation	Clothing		
North County	62%	42%	34%		
South County	63%	25%	34%		
SLO City	70%	34%	56%		
County Total	64%	34%	41%		

23. In the last year, did you use any of the following health services?

				County Mental
	CHC	ER	Private doctor	Health
North County	59%	42%	13%	9%
South County	52%	36%	16%	3%
SLO City	60%	44%	8%	16%
County Total	58%	41%	12%	10%
			Cal Poly	
	EOC clinic	VA clinic	counseling	
North County	9%	7%	1%	
South County	9%	0%	0%	
SLO City	11%	6%	2%	
County Total	10%	5%	1%	

24. In the last year, have you used any of the following job training services?

	Creekside	Prado	Job club	Shoreline	Vocational
North County	15%	4%	8%	4%	0%
South County	4%	6%	3%	6%	1%
SLO City	21%	9%	2%	4%	3%
County Total	15%	6%	5%	4%	1%

25. Please indicate if you have any of the disabilities on this list.

			Substance			
	Physical	Mental	Abuse	Hepatitis	Developmental	HIV
County Total	34%	29%	25%	9%	3%	1%
North County	23%	20%	27%	6%	1%	1%
South County	39%	36%	22%	12%	1%	0%
SLO City	43%	33%	23%	11%	5%	0%

26. Please indicate if you have any of the health problems on this list.

	Depression,			Joint injuries or	Heart/blood
	PTSD, anxiety	Dental	Vision	fractures	pressure
County total	38%	26%	25%	25%	14%
North County	42%	26%	20%	18%	15%
South County	36%	28%	31%	33%	10%
SLO City	38%	25%	27%	29%	16%
		Lungs/breathing			Head
	Arthritis	problems	Diabetes	Cancer	injury/trauma
County total	21%	13%	8%	5%	10%
North County	15%	9%	8%	4%	3%
South County	25%	19%	9%	7%	16%
SLO City	25%	14%	7%	4%	13%